



78-05  
RJ Hillard  
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Aleksander Szlam  
Serial No. : 09/885,717  
Filed : June 20, 2001  
For : Dynamic Help Option For Internet  
Customers  
Attorney's Docket : CONCERTO-512XX  
Examiner : Kieu D. Vu  
Group Art Unit : 2173

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By Andrew R. Martin  
Andrew R. Martin, Esq.  
Registration No. 45,413  
Attorney for Applicant(s)

AMENDMENT

Mail Stop Petition  
Commissioner of Patents  
PO Box 1450  
Alexandria, VA, 22313-1450

Sir or Madam:

In response to the Office Action dated March 29, 2004, please amend the above-identified Patent Application as follows: